



## TECHNICAL SERVICE BULLETIN

### Vista Roof - Glass Binding/Sticking, Glass Stuck Open Or Closed, Noisy Operation

**21-2292**  
03 September 2021

This bulletin supersedes 20-2092. Reason for update: New Part/Procedure For Same Condition

#### Model:

<b>Ford</b>
2018-2021 Expedition
2015-2021 F-150
2017-2021 F-Super Duty
<b>Lincoln</b>
2018-2021 Navigator

#### Summary

This article supersedes TSB 20-2092 to update the vehicle model years affected and Service Procedure.

**Issue:** Some 2015-2021 F-150, 2017-2021 F-Super Duty and 2018-2021 Expedition/Navigator vehicles equipped with a vista roof opening panel may exhibit a binding/sticking, glass stuck open or closed, noisy operation including chatter, rattling, or grinding. This may be due to the glass panel brackets cracking and/or breaking apart. The glass panel brackets are serviceable separately from the frame assembly and require the roof opening panel glass to be moved to the vent position. To correct the condition, follow the Service Procedure to replace the roof opening panel glass brackets.

**Action:** Follow the Service Procedure steps to correct the condition on vehicles that meet the following criteria:

- One of the following vehicle lines:
  - 2015-2021 F-150
  - 2017-2021 F-Super Duty
  - 2018-2021 Expedition/Navigator
- One or more of the following Customer symptoms of a vista roof opening panel
  - Binding/sticking
  - Glass stuck open or closed
  - Noisy operation including chatter, rattling, or grinding

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

#### Parts

Part Number		Description	Quantity
FL3Z-1651070-E	-	Guide Kit	1
FL3Z-16500A66-A	Package Contains 1 Piece, 2 Pieces Required	Concertina Blind	2
164-R4906	-	Krytox GPL-205 (Rotunda Part Number)	As Needed

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

#### Labor Times

Description	Operation No.	Time
2015-2021 F-150, 2017-2021 F-Super Duty And 2018-2021 Expedition/Navigator: Diagnose And Replace The Roof Opening Panel Glass Brackets (Do Not Use With Any Other Labor Operations)	212292A	1.1 Hrs.
2015-2021 F-150: Diagnose And Follow Service Procedure To Reset Motors And Replace The Glass Brackets And Set Plates (Do Not Use With Any Other Labor Operations)	212292B	2.9 Hrs.
2017-2021 F-Super Duty: Diagnose And Follow Service Procedure To Reset Motors And Replace The Glass Brackets And Set Plates (Do Not Use With Any Other Labor Operations)	212292C	2.9 Hrs.
2018-2021 Expedition/Navigator: Diagnose And Follow Service Procedure To Reset Motors And Replace The Glass Brackets And Set Plates (Do Not Use With Any Other Labor Operations)	212292D	3.8 Hrs.

#### Repair/Claim Coding

Causal Part:	1651070
Condition Code:	01

#### Service Procedure

##### Video overview of the procedure

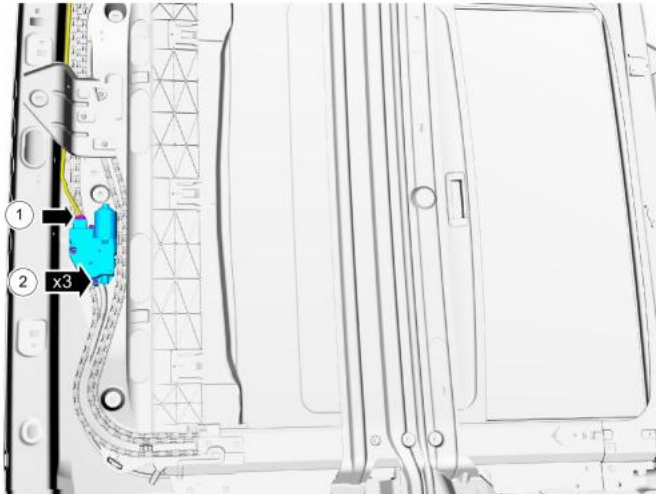




**NOTE: The roof opening panel glass must be in the vent position to perform this procedure.**

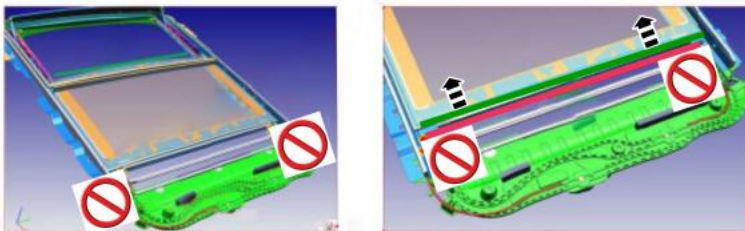
1. Using the switch, attempt to move the roof opening panel glass into the vent position. Did the roof opening panel glass move to the vent position?
  - (1). Yes - proceed to Step 9.
  - (2). No - proceed to Step 2.
2. Lower the headliner. Refer to Workshop Manual, Section 501-05 Headliner - Lowering.
3. Disconnect the motor electrical connector. (Figure 1)

Figure 1



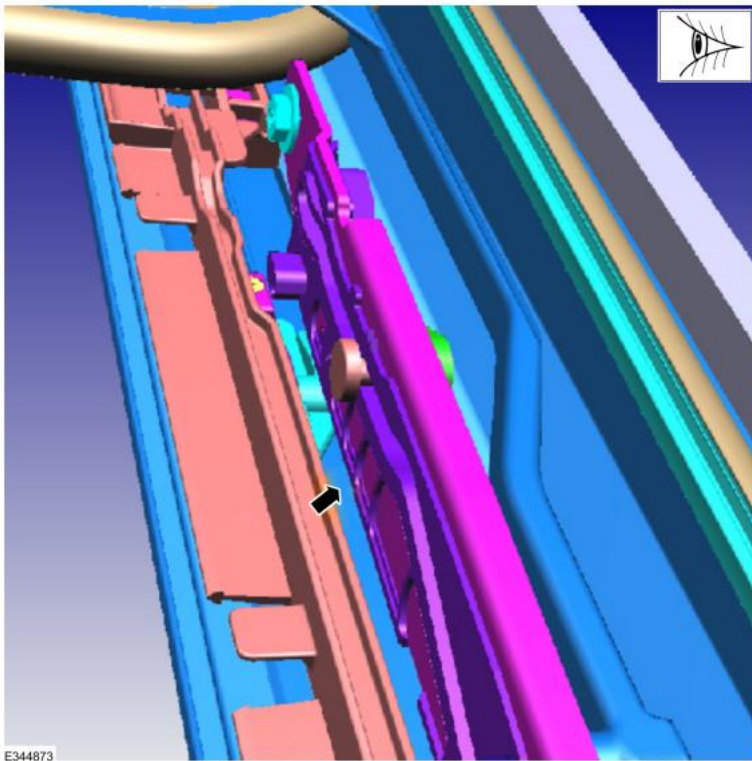
4. Remove the bolts and the roof opening panel motor. (Figure 1)
    - (1). Tighten to 35 lb-in (4 Nm)
  5. Move the glass, pulling the front part of the glass or pushing the bulb seal on the back edge of the glass. Do not push on the water trough. (Figure 2)
- NOTE: When moving the glass forward the glass will hit a hard stop at which point the glass will be in the forward closed position.**

Figure 2



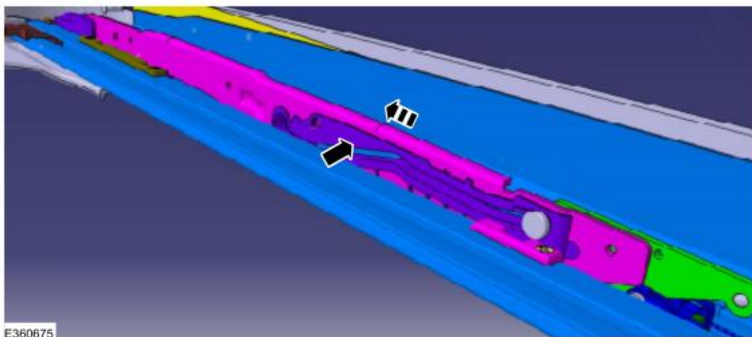
6. Remove the glass. Refer to WSM, Section 501-17 Removal and Installation – Roof Opening Panel Glass.
7. Inspect for and remove any debris from the track. (Figure 3)

Figure 3



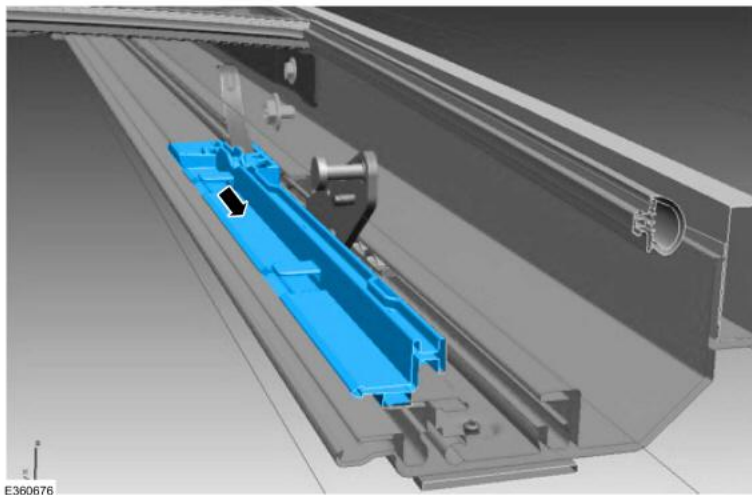
8. With the aid of a blunt end tool (large flat head screw driver, plastic trim removal tool or equivalent), push the trolley pin forward in the cam slot to move the mechanism to the vent position. (Figure 4)

Figure 4



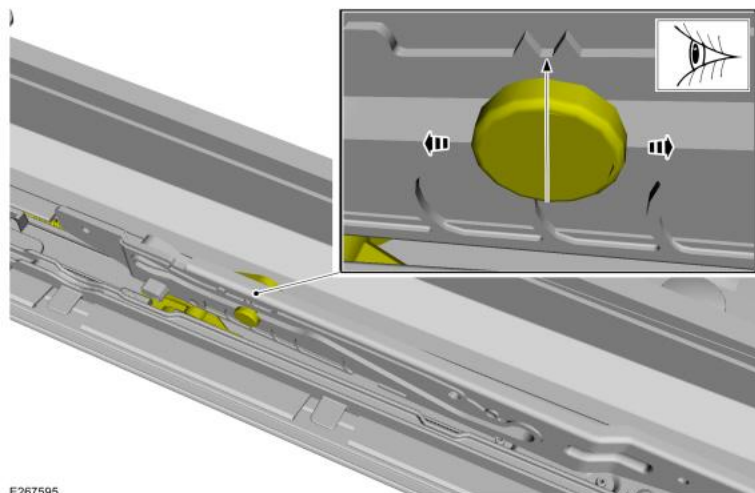
9. Remove the roof opening panel glass brackets and set plates. Refer to WSM, Section 501-17 Removal and Installation – Roof Opening Panel Glass Bracket . Make sure all debris is removed from the frame track during repairs. Slide the trolley back and forth to make sure the track is clean. The trolley should slide freely front to back smoothly without obstruction. (Figure 5)

Figure 5



10. Install the new glass brackets and set plates continuing with the WSM, Section 501-17 Removal and Installation – Roof Opening Panel Glass Bracket, performing installation Steps in the following order: 1, 2, 3, 5, 4, 6, 7, 8.
11. Before reinstalling the motors on both sides, make sure the trolley pins are aligned with the V-shaped alignment markings on the glass brackets to assure the mechanisms are in the glass closed position. Move the cable mechanism by hand or by pushing the trolley pin with a flat bladed screwdriver as necessary. (Figure 6)

Figure 6



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**12.** Install the roof opening panel water trough. Refer to WSM, Section 501-17 Removal and Installation – Roof Opening Panel Glass Bracket > Step 9.

**13.** To install the glass, reverse the removal procedure. Refer to WSM, Section 501-17 Removal and Installation – Roof Opening Panel Glass.

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